

Redacted Document

1056-14-0010

I, [REDACTED], would like to file complaints against Susan Taylor CPM, LM, and Amanda Prouty, CPM, LM. Susan Taylor was not a CPM or LM for the time period for which these complainant events occurred.

- 1) Amanda Prouty was my midwife's preceptor during the time of my care, however she did not attend any of my prenatal visits, birth or postpartum. She failed to supervise her student. I never met with Amanda or understood the nature of her relationship with my unlicensed midwife as it pertained to my care.
- 2) Amanda Prouty billed my insurance (and was paid) for \$11,300 in addition to the \$1,475 I paid out of pocket for my birth and prenatal care from 24-40 weeks. My birth happened at the hospital, and insurance paid an additional claim to the hospitals and delivering midwives.
- 3) Susan Taylor practiced midwifery without a license 15 or more times during the course of my care. I have documentation to support the great majority of these incidents, and believe each is an independent complaint of practicing midwifery without a license.
- 4) Throughout my prenatal and postpartum period, Susan undermined and disregarded my choices and decisions in my desire for care, including failing to transfer care during labor after I requested to go to the hospital 36 hours after my water had broken.
- 5) No Informed Choice Disclosure.
- 6) Per Occupations code 203.406 and 203.501, I would like to request a refund of the money I paid out of pocket for my birth (\$1,475) plus restitution in the amount of \$250 per day for the approximately 154 days I was in Susan Taylor's unlicensed care.

My contact information:

TGC §552.137 Email

0171082-6202

1056-14-0010

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[REDACTED]

[REDACTED]

Complaint Narrative to Texas Midwifery Board, Concerning Susan Taylor and Amanda Prouty

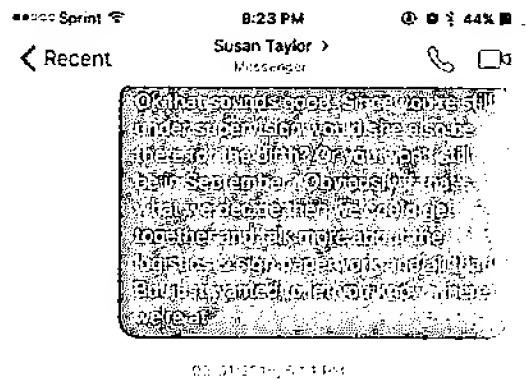
5/24/2016

12/2014 I found out I was pregnant December of 2014. I had a previous cesarean birth due to breech, with PROM but no labor. I planned to deliver with the UNT midwife group at Harris Fort Worth. I wanted to have a VBAC and hire a doula.

02/2015 I interviewed and hired Susan Taylor as my doula and paid her a deposit for her doula services. We communicated primarily via Facebook messenger and the screenshots included are from our communication via Facebook.

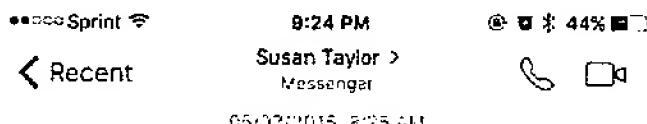
05/1/2015

Susan told me that the birth I wanted wouldn't happen with my current provider and that she could take me as a midwifery client and she would be licensed in approximately two months (my due date was about 4 months away). I eventually decided to switch to her. She told me she was technically under supervision but would not be when I had my baby. From my understanding she was my sole midwife. Since I was a VBAC with a heart condition she said Amanda Prouty (her preceptor) may not be comfortable with it but she could find a different midwife to practice-under. She also indicated to me that she did not plan to have Amanda at my birth. We discussed payment and that the \$475 I paid would be applied towards my birth fee, and that I could wait to make payments to her until she was licensed and she wasn't sure if Amanda would want payment.



I'll be licensed by your EDD, I'm only under supervision for probably two more months at most.

But I bring a second LM to births with me even when I am licensed.



05/07/2015, 10:25 AM

Also, I'll be licensed by the time you have your baby and I can bring any other licensed midwife with me. I hadn't actually planned to bring her anyway. I was going to ask either Jamie Hinton or Katie Perez if they had availability to assist in Aug/Sept.



06/2015

My first prenatal appointment was around 24 weeks. It was set to be at 22 weeks but we had to reschedule because Susan was attending a complaint review. I later found out this was also due to a case where Amanda failed to supervise her students. I did not meet with Susan's preceptor at this prenatal appointment, nor did I realize I was supposed to be under care of Amanda Prouty. Susan never indicated my prenatal care was supposed to be physically supervised by her preceptor and said specifically on 5/2/15 via Facebook messenger that Amanda doesn't come in any of her appointments, she only had to be present at the birth center. Amanda Prouty was not in the room for any of my prenatales, did not perform any clinical tasks, or touch me at all for my pregnancy or labor.

07/04/2015

Susan asked via Facebook message why I had a sonogram with Obstetrix (the maternal fetal medicine specialist at Harris Fort Worth). This was the first and only time Susan indicated Amanda wanted information about my care, or that Amanda was involved with my care in any way.

07/2015-08/2015

Throughout my pregnancy, I was losing weight, for no specific reason. I was not back to my pre-pregnancy weight until my third trimester. My blood pressure was very low, which is a symptom of my heart condition. I was under the impression that Susan was qualified to make the clinical analysis of my health based on our conversation about her impending licensure.

If Susan ever consulted with Amanda about these concerns, I was not aware. Amanda did not take any vitals, listen to my baby's heartbeat, touch or measure my belly, etc. She was not present in any of my appointments, or at my labor and birth.

24 weeks प्राप्ति विवरण विवरण
अधिकारी विवरण विवरण
प्राप्ति विवरण विवरण

We're not doing appts that week,
amanda is on vacay. ☺

ପାତାରୁକୁ ପାତାରୁକୁ ପାତାରୁକୁ ପାତାରୁକୁ
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25/04/2015 2:04 PM

She doesn't come in any of my appts,
but she has to be at the BC

588

I can do 10 or 11 on the 7th. We're not there in the 14th.

A screenshot of the Microsoft To Do app interface. At the top, there are icons for 'Add', 'Edit', 'Delete', 'Share', 'Import', and 'Export'. Below this, a list of tasks is shown: 'Sprint 1' (Recent, 1 item), '9:43 PM', 'Susan Taylor', and a progress bar indicating 40% completion. The main list area shows a single task: 'Recent (1)'. The bottom of the screen features a navigation bar with icons for 'Home', 'List', 'Grid', and 'Search'.

 Amanda's asking me why you went to obstetrician for a sono at 20 weeks

■ 1147

Do they eat a lot of meat?

Other seats

9/3/2015 (█████ one day old)

The pediatrician at the hospital recommended that baby Louis stay an extra 24 hours over the standard due to an increased risk of infection in baby because of my prolonged rupture of membranes. I reached out to Susan for her thoughts, and she told me I should lie and tell the doctors I was a nursing student and I know what to look for in newborn infection and she would be following up that night and the following day. (I was not a nursing student, I was pursuing a nursing degree several years prior but did not and do not have training or qualification as a nurse.) The pediatrician signed off on our leaving the hospital with the understanding we would be seen by a licensed midwife the following day, and the pediatrician the day after that. (*Susan did not see me again for 8 weeks as a midwife, although I did see her socially at events.*)

Back to Messages	10:18 PM		31%
Recent	Susan Taylor <small>Manager</small>		

1 in how many thousands that she's seen??

५३ बालानाथ बोद्धेय विजय
५४ विजय विप्रपत्ति विजय
५५ विजय

You're what, 20-30 mins from the hospital, if he were to spike a fever?

AMA and ins doesn't cover him

Or try to convince her to let you discharge with your nurse mom staying with you and your midwife coming to check on you tonight and tomorrow

If you AMA insurance won't cover him.

1. The following will keep Lou's in A-
1. The following will keep Lou's in A-
1. The following will keep Lou's in A-
1. The following will keep Lou's in A-

 Oh my god

What do you think about this?

Has he had any signs of infection??

— Oh god. Scare tactics. So cute.—

[◀ Back to Messages](#)

< Recent

10:18 PM

Susan Taylor >
16:18:05

१८५ शंख

3

"I understand the risks and take them very seriously. But because he's shown no signs of infection, would you please consider discharging him knowing that my mother who is a nurse is staying with us and my midwife will check on us several times in the next few days. We'll monitor him closely. We have a 1 yr old at home and would like to leave as a family"

Yeah, I would have been nice

Say you're also in nursing school and know what to look for

Did she that's their protocol or what she wants to do? Find out what the protocol of the hospital is.

9/6/2015

I mention bleeding and a racing heart. Susan assesses via facebook that it is normal.

SEP 6, 1:03 PM

My BP is elevated that is normal

What is it?

SEP 12, 6:07 PM

Amanda has to go back to Austin for the review board so she's probably going to cancel her day tomorrow. If she does, I'm just going to come over and see you if that's okay. I miss y'all!

That sounds good bc then I can keep you in my sights for you to be available myself. I'm not ready

Lol! I'll keep you posted...she's trying to get back in time for appts but I doubt she will.

9/13/2016

Susan tentatively schedules a home visit, noting Amanda will be out of town, so she won't be needed at birth center.

SEP 22, 4:24 PM

I just stood up & got dizzy & puked. I can focus on something close like my phone and its not as bad but looking at something further away is usual. Spins & feels awful

Is this a symptom of ME? When I got home I'd feel extremes (either caused by hormones fluctuations or I wonder if its just a silly postpartum symptom)

9/21/16

Susan contacts me to meet for lunch and do placenta prints on the upcoming Friday. We schedule another visit and she doesn't show up.

It can be, but good nutrition and water intake is super important postpartum. I'd be curious to know what your glucose is right now.

9/22/16 (3 weeks postpartum)

I report vomiting and dizziness. Susan is "curious" what my glucose is but just recommends small protein rich meals and a chiropractic adjustment. No mention that

I've gained 10 lbs & know I'm out of shape. I feel awful

I'm sorry. Try small protein meals and eating often. See if that helps any. The adjustment will also be good.

08/31/2015 - Day 1 of Labor
(screenshots of Susan's account of labor attached)

9 am Monday - water breaks
I called Susan and told her my water had broken. I had a prenatal appointment scheduled at 2 or 2:30 pm and I attended it, then walked around and got food with a friend. Amanda was in the birth center, but I didn't interact with her, I poked my head out of the bathroom and asked a student present if they would provide me a Depends since I was leaking fluid, and Amanda handed one to me. She was not in the room or overseeing the exam. Susan seemed rushed and only listened to heart tones and checked his positions. She advised I walk stairs, get adjusted by a chiropractor and drink red raspberry leaf tea. Mild contractions started at around 4 pm.
That night Susan told me she had talked to the UNT midwives and they were comfortable with me continuing to labor out of hospital.

09/01/2015 Day 2 of Labor

I woke up still pregnant.
10 am, We go to birth center for check up. Throughout the day, I had two chiropractic adjustments, had acupuncture, had food, and walked and lunged several miles.
In the evening, around 9 pm, Susan came to my home and did a cervical exam. The consent to this exam was under the impression she was a qualified health care provider. I was 2 cm. Susan had me use the breast

Sprint

2:08 PM

91%

Susan 9:00am Monday- water breaks

9:00am Monday- water breaks
2:30pm: check on Louis and momma-
adjustment, stair climbing, RRL tea, tacos and
cookies with Allie
4:00pm Monday- ctx start. Mild, spaced, but they
started!
10am Tuesday- check on Louis and momma
More ctx throughout day; they get a pattern and
then space...adjustment with Terry, more tacos,
acupuncture, long, long walk, breast pump, clary
sage
5pm Tuesday- ctx start getting regular. 3-4 mins
apart, 1 min long
7pm- check on Louis and momma. Breast pump,
rocking on birth ball, nurse June
9pm- Cervical exam, 2cm, 50% effaced, -2
10pm- takes warm bath, drinks wine, tired,
uncomfortable
11:00pm- discuss going to hospital, momma
stays in warrior mode, takes Unisom and gets
some sleep, ctx continue through the night
9am Wednesday- fender bender on way to birth
center, still having ctx
10am- check on Louis, ctx 4-8 mins apart, 30-45
sec long. make decision to go to hospital
11am- checked in, Katie does cervical exam,
5-6cm, 70% effaced, -1
11:15- Maria arrives. Ctx pick up in intensity and
length, but remain sporadic-
Walk halls, lunge, bounce on ball, lots of potty

pump and stay on the ball. Susan left, and I told my husband I wanted to go to the hospital. I wasn't handling the contractions well. I was concerned about my water being broken for 36 hours. I felt like I would need hospital interventions or maybe even a cesarean since I had PROM for 36 hours and was 2 cm. He communicated with Susan and my doula Maria. I believed something might be wrong since I did not have a consistent labor pattern or progress and felt I needed to get to the hospital to rest and find out what was happening. Susan said it would take too long to get rest with the check in process and recommended wine and unisom with a warm bath. I took a unisom, but don't drink wine, and did not drink wine on this occasion. My doula said she would support anything I would want to do. Throughout the night I was having contractions on and off.

██████████ Day 3

I woke up still pregnant. I knew we would be transferring to the hospital at that time. Susan said she would meet me at the birth center.

9:30 am - on the way to the birth center, we had a car accident. We were driving in regular morning traffic and another car swerved and side-swiped us. I called 911. Police came and took a report. My husband called Susan to let her know we would be late, and she said she would see us at the birth center in 15-20 minutes. I was having contractions during this time and stayed in the car.

Arrive at birth center 48 hours after my water broke, we did an amnio strip to confirm. We decided to transfer to hospital, and Susan told me she thought I could still have a vaginal birth if I didn't get an epidural.

11 am

Check in to hospital. My doula and photographer arrive, not in a consistent labor pattern.

3 pm

Pit is started. Susan, my doula and my photographer left for food (4 hours after arriving at hospital) leaving me and my husband to labor alone.

5 pm

My other photographer Amanda Gibson (this is the Amanda in the screenshot) arrives and sets up the video. Louis born shortly after her arrival. I had an unmedicated vaginal birth with pitocin. He was a healthy baby with no complications at birth.

I requested a lactation consultant in the first couple of hours before Susan left. She laughed at me, and said I had a midwife and doula, I didn't need a lactation consultation.

I report vomiting and dizziness. Susan is "curious" what my glucose is but just recommends small protein rich meals and a chiropractic adjustment. No mention that she'd like to see me for a postpartum appointment.

OCT 7, 5:16 PM

I called into the Sheppard office earlier today and she just called me back.

Seen



Oh yeah?

You know, I didn't tell you how crazy I've been feeling because I didn't want to be told to get help because I was feeling so bad but I was really feeling crazy and I already told you about it.



Oh good. I could have given you recs for people!

Well, I know you would have given me some but I just don't feel like I'm ready until I speak to someone.



No. I'm sure I didn't

OCT 7, 10:41 AM



No

Well, I know you're really off the ball. Do you schedule my postpartum? Can I speak to someone else about postpartum? I just want to speak to someone about my postpartum.



I usually send my clients to Carla for birth control, but you can go wherever

10/7/2016

I request a family planning appointment for postpartum. Susan tells me to "go wherever" for that, and I feel very brushed off and disregarded. I was very clearly communicating a desire to schedule and be seen for a postpartum appointment, at this point 5 weeks postpartum not having been seen by anyone assessing the healing of my tear or repair, my emotional health, postpartum depression screening, etc. I reported strange postpartum symptoms and that I had passed out. She told me it would get easier and to take prenatals, St. John's Wort and fish oil.

Back to Messages

10:35 PM

28%

Recent

Susan Taylor
Messenger



She passed out when Jacob got home today. I was so tired and felt so terrible after that. I was like, 'oh my god! I knew Jacob was here & that's were safe. I just should of just walked into my room and collapsed.'



I've done that.



And woke up like, holy shit where am I!?



Freaked out about where the baby was

I just passed him off to Jacob. And I guess he came in here after I left to go to the loo. I mean he went to bed but it doesn't even sleep him through his shift. I guess he has to have...

I've been having blurry vision and can't remember what happened the day before. You was just like me. I'm postpartum. It's weird but I think you know it's just depression. I just don't feel like myself as much as I used to. I'm getting more and more depression.

Yeah, it's hard. It will get easier, though. Are you taking prenatal and fish oil?



St. John's wort would also be really good to take.

It will. Jacob said you've been seeing Jessica. Has that been helping, do you think?



I've just gone once but yes I think so. I have an appointment next week too.



That's good!

We haven't been able to implement all the things she's asking do but we're working on it. And I was able to get an explanation for why things have been the way they've been & get some tips & strategies that are helping.

I think Carla Morrow might also be a good resource. Especially if you want to start birth control. Would you be open to seeing her?



Sure. Katie messaged me too & asked if I'd come see her.

Today?



Like messaged today?

Approx 10/19/ 2015

I had an appointment with Jessica Shepherd, the counselor. The CNM who was with me at delivery contacted me to check up on me and ask if I'd seen Susan for postpartum appointments and when I told her I hadn't she let me know she'd like for me to schedule an appointment with her, and to let her know if I contacted her office and had trouble getting in quickly.

At this point my postpartum depression had become dangerous and life threatening, with suicidal ideation and a working plan. Neither Susan Taylor nor Amanda Prouty saw me for a postpartum appointment even though I made several attempts to be seen by Susan.

10/24/15

I fainted at a mutual friend's daughter's birthday party that both Susan and I were attending. The host's mother is a nurse, took my heart rate which I recall to be around 130-140, and she wanted to call 911, but Susan told them she was my midwife and it

was unnecessary. My husband confronted Susan about not attending or scheduling an appointment with me for postpartum care, that he was scared and concerned for my health and well being, and that I needed to be seen for an appointment. Susan told him she knew we should get together to discuss nutrition, he said no you don't need to talk about nutrition, you need to talk about postpartum depression. Susan contacted me after this to schedule a postpartum appointment, and indicated she had talked to the CNM about my care.

10/26/16 (7.5 weeks postpartum)

I saw the CNM for a postpartum appointment. I cried and tried my best to convey how sick and scared I was. She prescribed medication for me for postpartum depression.

10/29/16 (8 weeks postpartum)

Susan finally has our postpartum appointment. Amanda Prouty was not present. I get the feeling at the appointment that she wanted me to come in to cover herself in the eyes of her peers and my CNM and be able to say she saw me postpartum, since we really didn't discuss much and it didn't seem at all what a postpartum visit should be.

Shortly after the appointment with Susan, I had an appointment with the chiropractor I had seen during my pregnancy who offices out of the birth center. Susan had obviously shared details about my birth and health status, as the chiropractor mentioned my perineal tear and that I had gotten on medication for postpartum depression. She wanted me to get adjusted more frequently so I could get off the medication. This upset me to have my private information shared in a vulnerable time where I was already feeling ashamed to be on medication. Being told to come in more frequently because I "need to get off this medicine" was very detrimental to my emotional well being in a fragile time.

In Conclusion

Throughout the course of my pregnancy I was misled by Susan and did not understand Amanda Prouty's role in my care, since she was not a part of it at all. She failed to supervise her student and failed to render care, yet fraudulently billed my health insurance for \$11,300 in addition to the \$1,475 I paid out of pocket.

I believed Susan to be my sole midwife and referred to her as such. She practiced medicine without a license on at least 15 documentable occasions (solo prenatal assessments and exams plus cases documented above) with no regard for the health or wellbeing of me or my child. I did not receive care from a qualified or licensed midwife for my labor or from 24 to 39 weeks of pregnancy when I was under the impression I was receiving qualified care. My postpartum experience was immeasurably difficult and ultimately became life threatening and I believe had I been receiving postpartum care I may not have become so ill with depression had I been screened appropriately. I was left feeling violated and as if Susan and Amanda played Russian Roulette with my care. We are very lucky that my baby and I were both healthy, as I was a VBAC, having my first vaginal birth, I have a heart condition, and had membranes ruptured for 48 hours and was not seen or assessed by a licensed or qualified midwife. This in itself haunts and traumatizes me, and we are very lucky nothing went wrong, because I was not being

monitored or cared for by anyone trained or qualified to do such until we transferred to the hospital. The experience left me with a very poor opinion for midwifery care until I processed and shared my story with friends who'd also birthed outside the hospital with other midwives and I learned that what happened to me was in no way the norm nor was it ethical or legal. I have learned more about what midwifery care should be which is why I felt it my duty to report this negligence.

It is my hope that the board would take all available action against Amanda Prouty and Susan Taylor as consequence for this complaint and to prevent a mother or baby from serious danger due to Amanda Prouty and Susan Taylor's willful recklessness and disregard for the care of women and babies or standards of midwifery.



TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

P.O. Box 12157 • Austin, Texas 78711 • (512) 539-5600 • (800) 803-9202 • fax (512) 539-5698

Web site: www.tdlr.texas.gov

May 25, 2017

SUSAN TAYLOR
6075 MONTEVISTA LANE APT 1618
FORT WORTH, TX 76132-5436

Subject: **WRITTEN WARNING** In the Matter of Susan J. Taylor (Respondent), Case
Number: MID20170006382

Dear Ms. Taylor:

After an investigation, the Department has concluded that you are hereby issued this written warning for performing Midwifery actions requiring a license before you had been fully licensed to perform those actions.

Because this is your first violation, you are now fully licensed, and because you were under the direction of a licensed midwife at the time of the violations, a warning will be issued at this time. In the event of future violations, this document will be considered, along with the alleged violations, in the assessment of an administrative penalty or sanction. The Department has closed the file on the above complaint number with the issuance of this written warning.

Any questions regarding this case should be addressed to Jacqueline R. Revilla, Legal Assistant, Enforcement Division at (512) 539-5597 or e-mail Jackie.Revilla@tdlr.texas.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read "Charlotte R. Melder".

Charlotte R. Melder
Senior Prosecutor
Enforcement Division

CC: Complainant